

## Deborah.Easterling

---

**From:** Deborah.Easterling  
**Sent:** Tuesday, September 04, 2012 3:08 PM  
**To:** 'Masters'  
**Subject:** RE: LOP TCWS

Dear Mr. Masters,

This is to acknowledge receipt of your email to the Public Service Commission. I am forwarding your email and Letter of Protest to our Clerk's Office for processing. Your email and Letter of Protest will become a part of Docket No. 2012-177-WS and will be posted on our website under this docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling  
Administrative Assistant

---

**From:** Masters [<mailto:dswj@mac.com>]  
**Sent:** Monday, September 03, 2012 6:36 PM  
**To:** PSC\_Contact  
**Subject:** LOP TCWS



\* Required Fields

Date: \* 9/3/2012

**Letter of Protest**  
**in Docket 2012 - 177 - WS**

**Print**

**Email**

**Protestant Information:**

Name \* Donald J. Masters

Mailing Address \* 31003 Executive Point

City, State Zip \* Tega Cay, SC 29708 Phone \* 803-412-6734

E-mail

**1. What is your connection or interest in this case? \* For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)**

I am a current TCWS customer.

**2. Please give a concise statement of your protest. \* (This section must be completed. Attach additional information if necessary.)**

DHEC absolutely must deny this company's increase request. This company has operated irresponsibly in carrying out its duties to its customers--the citizens of this community. We've tolerated poor drinking water quality far, poor customer service and this company's complete disregard for our local environment and community evidenced by years of raw sewage spills from the system it was hired to operate and maintain for long enough. Their contention that they are entitled because of improvements they've made is ridiculous and insulting. We had a right to expect they'd maintain, repair and improve the system to stop and prevent raw sewage leaking from it into Lake Wiley in the course of normal operations in the first place. This should have been accounted for within regular budgets and covered by years of revenues they've collected not to mention increases they've already been given. But no those repairs were only made by them under protest when DHEC forced the issue. What have they done to clean up the Lake? Their request is simply ridiculous. Our rates are already high enough.

**3. Do you wish to make an appearance at a hearing in this proceeding, if scheduled, and offer sworn testimony? \***

I will.